Troubleshooting for Safe Exam Browser (SEB) on your own device (en)

Zur deutschen Version wechseln

Do you have a problem with the number of monitors?

- Make sure that you have only one monitor connected to your exam device. Disabling it through the operating system is not enough.
- Restart your exam device.
- Check in your operating system's settings how many monitors are detected.
- Update your graphics card or monitor drivers if possible.
- Check if other applications are running that could affect your display settings.
- Change your exam device or the exam format.

Do you have a problem with your SEB version?

- First, uninstall SEB from your exam device.
- Download the latest version of SEB here.
- Install the new version on your exam device.
- Restart your exam device.
- Note: If a new SEB version is released just before the exam, the previous version will generally still be accepted.

Do you have network issues?

- Make sure you are connected to a TUDa network.
- For other network issues (eduroam), use the HRZ guide.

Why can't I enter the exam or why won't SEB start?

- You can only start the exam during the scheduled exam time. Refresh the webpage when the exam start time begins.
- If an error occurs when starting SEB, simply press the "ok" button.
- SEB cannot be started from a Virtual Machine.

Do you have another issue with SEB?

- Restart your exam device.
- Install the latest updates.
- Uninstall SEB, download the latest version here, reinstall SEB, and restart your exam device.
- Send an email to our ticket system.

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